
1 Licensing Terms and Conditions / Maintenance Plans

1.1 CanEasy

1.1.1 General

“CanEasy” is manufactured by Schleissheimer GmbH, Am Kalkofen 10, D-61206 Woellstadt.

There are two basic license types for CanEasy: purchased and leasing licenses.

A valid purchased license grants the right to use the CanEasy software as well as the integrated development environments “Microsoft Visual Basic for Applications” and “Microsoft Visual Studio for Applications” for an unlimited amount of time.

A valid leasing license grants the right to use the CanEasy software as well as the integrated development environments “Microsoft Visual Basic for Applications” and “Microsoft Visual Studio for Applications” for a limited amount of time: Standard leasing periods are 6 or 12 months; custom leasing periods for individual projects are subject to an agreement with the manufacturer. Leasing licenses expire automatically and do not need to be cancelled.

Education licenses (“SSL”) do not include the Microsoft development environments. Education licenses can be used for a limited amount of time.

In addition, there are three licensing models: work station, user, floating and dongle-license models. These models are described in chapters 1.1.2, 1.1.3 und 1.1.4.

License types and models can be switched; paid license fees are partly offset against the current license fees.

The trial (demo) version of CanEasy is fully functional for a defined testing period and can be upgraded to a regular licensed version at any time. For that purpose, the user will receive a new product-key. All previously created project files or work spaces can be used without limitations. The continuous use of trial versions for ongoing project work is not permitted.

CanEasy may be controlled via the application’s API and COM interfaces. Integrating CanEasy into 3rd party software (e.g. LabView) is permitted.

Individual components of CanEasy (DLLs, plug-ins, filters, etc.) may not be used outside the software.

A license that refers to a specific computer or computer configuration can only be used here. In case of loss or damage this must be renewed within the scope of a support contract. A loss confirmation is required and a processing fee will be charged.

1.1.2 Work station license

A work station license is installed on a single work station/computer. Only in exceptional cases may this license be de-installed and transferred to a different work station, e.g. if the computer is switched or renewed. The license will then be deactivated on the original computer.

CanEasy may not be controlled by a remote computer. The software may not be installed on a virtual machine.

Starting several instances of CanEasy on a single machine is permitted.

1.1.3 User license

A user license is tied a single user with a proper personal name (“FirstName LastName”). The license may be used on up to three different work stations using the same user name. Only the registered user is allowed to use the software on any of the machines; parallel usage of CanEasy on more than one

machine at the same time is not permitted. Starting several instances of CanEasy on a single machine is permitted.

The license file is always tied to the user's account name that was used during installation of CanEasy.

CanEasy may not be controlled by a remote computer. The software may not be installed on a virtual machine.

1.1.4 Floating license

A floating license grants the installation of CanEasy on an unlimited number of work stations belonging to a single company or legal entity. The software can be used simultaneously by several users; this number is limited to the number of acquired floating licenses. The manufacturer reserves the right to assess the reason that rendered the floating license inoperable. On changing the server where the product-key is installed Schleißheimer GmbH has to deactivate the license and reactivate it for the new server.

In contrast to work-station or user licenses instance of CanEasy started on any computer uses one license from the floating license pool. Individual licenses may be checked out of the pool and transferred to a single computer, e.g. to use CanEasy on a mobile computer. After a specified check out period, the local license expires and the license is reactivated in the license pool. This is not necessary for floating-dongles due to technical reasons.

1.1.5 Dongle license

A dongle license can only be used on one computer at the same time. A simultaneous usage on more than one computer is not allowed. CanEasy can be started multiple times on the same computer.

CanEasy may not be controlled by a remote computer. The software may not be installed on a virtual machine. It is not allowed to make a copy of either the dongle's software or the hardware.

A leased hardware dongle must be returned to Schleißheimer GmbH after the leasing period has ended.

2 Maintenance Plans and Support

2.1 Maintenance plans

2.1.1 Updates and upgrades without a maintenance plan

Maintenance plans are available for all purchased CanEasy licenses. The plans cover the software's full feature set excluding integrated functions from 3rd party manufacturers like Microsoft, unless concerning the integration of these functions itself. Maintenance plans for purchased licenses can be purchased and extended at any time.

Leasing licenses include maintenance for the specified leasing period. It contains the software's full feature set excluding integrated functions from 3rd party manufacturers like Microsoft, unless it concerns the integration of these functions into CanEasy itself

Maintenance plans include free updates and upgrades of CanEasy for one year. Customers will be notified in writing three month prior to the expiry of the plan.

CanEasy customer support is included for the duration of the plan. For more details concerning support options, please refer to chapter 2.2.1 "Support with maintenance contract".

Plug-ins developed by users or on customers order by 3rd parties as well as free Plug-ins that are not part of the scope of delivery are not covered by the maintenance plan, even if they were signed for usage in CanEasy. The same applies to any extensions written in VB, VB.net or C# as well as any other added code by customers. Plug-ins developed by Schleissheimer GmbH to customer orders are also excluded from maintenance; the conditions agreed in the individual development contract apply. Issues with the integration of CanEasy into 3rd party software (e.g. Labview) are not covered, except concerning standard functionality available independent of an integration.

2.1.2 Update without a maintenance plan

The latest CanEasy updates can be downloaded for free at www.caneasy.de. The files can be used with the existing license file.

Updates include bug fixes only and increment the third digit of the version number, e.g. x.x.20 versus x.x.21.

2.1.3 Upgrade without a maintenance plan

Upgrades for CanEasy can be purchased at any time. The upgrade costs depend on the purchased license. Upgrades increment the second digit of the CanEasy version number, e.g. x.2.xx versus x.4.xx. Upgrades include bug fixes and added functionality.

All floating licenses in a pool must be upgraded simultaneously.

If you are using special version CanX

CanX upgrades can be purchased at any time. Upgrade costs depend on the purchased license.

Upgrades increment the first or second digit of the CanEasy version number, e.g. x.2.xx versus x.4.xx.

Upgrades include bug fixes and added functionality. CanX cannot be upgraded without upgrading CanEasy to avoid technical problems.

2.1.4 Maintenance renewal

The Maintenancecontract will be renew automatically to one year. If you do not want to renew the contract you can give a notice via mail to caneasy-support@schleissheimer.de or by letter latest two weeks before renewal.

The maintenance has to be unbroken over the time. If a maintenance is needed without a support-contract the support-contract has to be concluded since the last contract ended earliest the date of delivery.

2.2 Support

2.2.1 Support with maintenance plan

A maintenance plan for a purchased CanEasy license includes support by customer support agents (first level support) and CanEasy software engineers (second level support). Support is provided by E-Mail or telephone (workdays from 9 am to 5 pm). Support for hardware used with CanEasy is limited to issues concerning the hardware's software API.

Support for individual, project-related issues is available. This type of support is not covered by the maintenance plan; support costs are charged depending on prior agreement and involved effort.

CanEasy leasing licenses include customer support during the leasing period. A six-month leasing plan covers six support tickets; the twelve-month plan offers unlimited support tickets. The number of support tickets for individual leasing periods are subject to prior agreement.

2.2.2 Additional support options

All support issues not meeting the conditions in 2.2.1 are subject to individual agreements.